Advanced Project Contract and Claim Management Training Course

23 - 27 Nov 2026

Vienna

5800 € (Per Person)

Ref: #PMP4211_122129

Course Introduction / Overview:

This comprehensive training course is designed to equip project managers and related professionals with the advanced skills necessary for effective contract and claims management throughout the project lifecycle. In today's complex project environments, the ability to proactively manage contractual obligations and strategically handle claims is paramount to ensuring project success, mitigating risks, and protecting financial interests. This program moves beyond theoretical principles to provide practical, actionable strategies for navigating the intricate landscape of project contracts. As highlighted by experts like John Murdoch in his seminal work, "Construction Contracts: Law and Management," a deep understanding of contractual mechanisms is not just a legal requirement but a core project management competency. BIG BEN Training Center has developed this course to bridge the gap between project execution and legal contractual compliance, focusing on preventing disputes before they arise and resolving them efficiently when they do. Participants will learn to master contract administration, change order management, claims preparation, and dispute resolution techniques, transforming potential conflicts into managed outcomes and safeguarding project profitability and timelines.

Target Audience / This training course is suitable for:

- Project Managers and Directors.
- Contract Managers and Administrators.
- Commercial Managers.
- Quantity Surveyors.
- Procurement Managers.
- Project Engineers and Planners.
- Legal Advisors and In-house Counsel.
- Construction Managers.
- Consultants and Contractors.
- Government officials involved in public works projects.

Target Sectors and Industries:

- Construction and Engineering.
- Oil and Gas.
- Infrastructure and Urban Development.
- Power and Utilities.
- Manufacturing and Industrial Projects.
- Information Technology and Telecommunications.
- Government and Public Sector Agencies.
- Consulting and Professional Services.
- Aerospace and Defense.

Target Organizations Departments:

- Project Management Office (PMO).
- Contracts and Procurement Department.
- Legal Department.
- Commercial and Finance Departments.
- Engineering and Technical Services.
- Operations Management.
- Planning and Scheduling Department.
- Risk Management Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a robust understanding of different contract types and their implications for project management.
- Master the principles of effective contract administration and documentation control.
- Proactively identify, assess, and mitigate contractual risks throughout the project lifecycle.
- Manage variations, change orders, and instructions effectively to prevent disputes.
- Prepare, substantiate, and present contractual claims with clarity and precision.
- Analyze and defend against incoming claims from other parties.
- Understand the causes of project delays and prepare compelling Extension of Time (EOT) claims.
- Apply various dispute resolution mechanisms, including negotiation, mediation, and arbitration.
- Navigate the complexities of contract closeout, final accounts, and handover procedures.
- Enhance negotiation skills for contract terms and claim settlements.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply the learned concepts in their professional roles. We believe that adult learning is most effective when it combines expert knowledge with hands-on application. This course will utilize a blend of instructional techniques, including expert-led presentations, detailed case study analyses of real-world projects, and interactive group workshops. Participants will work in teams to dissect complex contract scenarios, prepare mock claims, and develop strategies for dispute resolution. Role-playing exercises will simulate contract negotiations and claim settlement meetings, providing a safe environment to practice and refine critical communication and persuasion skills. Ample time is allocated for Q&A sessions and open discussions, allowing participants to share their own experiences and learn from their peers. The facilitator will provide continuous feedback and guidance, ensuring a supportive and dynamic learning environment that fosters deep understanding and practical mastery of advanced contract and claims management.

Course Agenda (Course Units):

Unit One: Foundations of Project Contract Management

- The Legal Framework for Project Contracts.
- Key Contractual Principles for Project Managers.
- Types of Contracts (Lump Sum, Cost-Plus, Time & Materials, FIDIC).
- Understanding the Contract Lifecycle from Tender to Closeout.
- Roles and Responsibilities of Key Parties.
- Critical Analysis of Contract Documents and Clauses.
- Risk Allocation and Liability in Contracts.

Unit Two: Proactive Contract Administration

- Effective Contract Kick-off and Mobilization.
- Mastering Contractual Correspondence and Notices.
- Maintaining Comprehensive Project Records and Documentation.
- Managing Subcontractors and Suppliers.
- Performance Monitoring and Compliance.
- Handling Bonds, Guarantees, and Insurance.
- Payment Procedures and Cash Flow Management.

Unit Three: Managing Variations and Changes

- The Contractual Basis for Changes and Variations.
- Differentiating Between a Variation and a Change in Scope.
- Procedures for Issuing and Valuing Variation Orders.
- Constructive Changes and Their Implications.
- Managing the Impact of Changes on Time and Cost.
- Avoiding Disputes Arising from Changes.
- Case Studies on Change Management.

Unit Four: Advanced Claims Management and Preparation

- Identifying the Grounds for a Claim.
- Types of Claims (Delay, Disruption, Acceleration, Cost Overruns).
- The Claim Preparation and Substantiation Process.
- Principles of Delay Analysis (Critical Path Method).
- Calculating and Proving Entitlement for Extension of Time (EOT).
- Quantifying Costs and Damages.
- Presenting a Compelling and Well-Documented Claim.

Unit Five: Dispute Resolution and Contract Closeout

- Early Warning Systems and Dispute Avoidance Strategies.
- Negotiation Techniques for Claim Settlement.
- Alternative Dispute Resolution (ADR): Mediation and Adjudication.
- Introduction to Arbitration and Litigation.
- The Contract Closeout Process and Final Account Settlement.
- Managing Warranties, Defects Liability, and Handover.
- Lessons Learned and Continuous Improvement in Contract Management.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In a complex project, where does proactive contract management end and reactive claims management begin, and can the line ever be truly clear?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a holistic and integrated perspective tailored specifically for project management professionals, rather than a purely legalistic viewpoint. While many courses focus on either contract administration or claims preparation in isolation, this program weaves them together, emphasizing that effective claims management begins with robust, proactive contract administration from day one. It focuses on the practical 'how-to' of preventing disputes through meticulous record-keeping, clear communication, and strategic risk management, a theme often overlooked. The curriculum is built around real-world case studies that reflect the complex, multi-faceted challenges project managers face, moving beyond textbook theory to explore the nuances of delay analysis, quantum calculation, and negotiation strategy. Furthermore, the course uniquely stresses the commercial and strategic implications of contractual decisions, equipping participants not just to manage contracts and claims, but to leverage them as tools for achieving project objectives, protecting profitability, and fostering positive stakeholder relationships, ultimately transforming a necessary administrative function into a strategic advantage.